



5305 River Road
Waunakee WI 53597
608-850-4911 (Business)
608-850-4942 (Fax)
www.dawgdayzcare.com

POLICIES AND PROCEDURES

Mission Statement:

We are committed to providing a sense of ease and peace of mind to dogs and their owners through superior service and exceptional care. We will only use products of the highest quality and provide the dogs with a variety of activities that are comfortable and fun alternatives to lonely days at home.

Welcome to Dawg Dayz Daycare and boarding, “The only dawg house to be in!” In order to follow our mission statement above we have put several policies and procedures in place to provide the utmost care and enjoyment to all dogs.

Reservation Payment and Cancellation Policies:

Dawg Dayz understands that it is necessary to be away from our dogs at times of the day and because of that we have several methods to reserve bungalows at Dawg Dayz Daycare.

1. Fill out our Daycare Application on site and turn it in with a copy of your dog’s vet records containing the information listed on the vaccination and health certification form. Once Dawg Dayz receives this paperwork, we can begin the fun part of the Dawg Dayz Daycare experience.
2. Print out the paperwork available on our website at dawgdayzcare.com and fill it out in the convenience of your own home.
3. Call us at Dawg Dayz and we can mail/ fax you the necessary forms to get started and simply return them to our location at 5305 River Rd. by mail fax or in person. Your veterinarian may also fax your pooch’s medical records as well.

Once the paperwork is in place we welcome you and your dog to come to Dawg Dayz for an orientation. The orientation will include:

- *Checking out the premises- bungalows, romping space, outdoor area and more...
- *Meeting staff and other guests
- *Temperament and behavior assessment
- *Scheduling and payment details

We provide several different methods of reserving bungalows at Dawg Dayz and to assure the availability of those reserved spaces we have a 24-hour cancel policy. Please understand that we have dogs waiting to come and enjoy Dawg Dayz. If you do not cancel 24 hours ahead of time, we will have an empty space that could have been filled by another dog looking forward to playtime. Because of the nature of this service, if the 24-hour cancellation request is not met, we will bill you for a full day.

Our hours are 7am-6:00pm Monday through Friday and by appointment on Saturdays. Boarding pick up and drop off hours are M-F 7am-10am and 4pm-6pm, and Sat and Sunday 10am-11pm and 5pm-6pm. If you need hours outside of those times listed, please let us know at time of reservation.

We believe in what is best for your individual dog's needs and wants. Keeping this in mind from the beginning, we have created an environment that should suit each family and each aspect of any dogs' personality and familiarity. Our indoor area is set up so each dog can have a separate place to feel is his or her own, or a double space to share with a 'roommate' or friend. In addition each individual or shared space or bungalow can be transformed into a large run. In the center of all this is a romping play space. The structure has created privacy with the potential to be transformed into an indoor obstacle course. Upon orientation it will be discussed what the best situation will be to best fit the needs of your pet(s).

Daily Schedule

The basic particulars:

We offer dog daycare, grooming, retail and self-service dog wash. Here's a typical dog day at Dawg Dayz:

7:00 a.m. to 10:00 a.m.	Welcome / check in dogs
8:00 to Noon	Morning playgroups; go to exercise park
Noon to 2:00 p.m.	Lunch / quiet time
2:00 p.m. to 5:30 p.m.	Socialization / Games
5:00 p.m. to 6:00 p.m.	Dog pick up / wind down

Depending on the number and personality of dogs on any given day, dogs may be split into groups to receive more individualized attention, and to fit the play style needs of each dog. Schedules may vary slightly depending on groups, but each aspect listed in the above schedule will be included in your dog's Dawg Dayz Daycare experience.

What to bring:

*We strongly suggest that you provide your dog's food from home that he/ she is used to, as it is difficult on a dog's digestive system to suddenly change their diet. When bringing food from home please provide it in a reusable container with portions marked if necessary. Thanks!

*If your dog has a bed or a blanket she/he would miss from home, bring it along! In addition to private bungalows, each guest of Dawg Dayz Daycare has their own cubby for their own things.

*One rubber or plush toy from home is fine too, although we do have a toy chest for daycare dogs! (Please no bones as we have our own treats with which we are familiar and can guarantee pose no a risk for choking. Thanks!)

*For our smaller and less furry friends, you may bring along a coat or sweater as we will be visiting the Yahara Heights Dog Exercise Area (Cherokee Marsh Dog Park) daily - rain, shine, or well, Wisconsin winter...

*Medications. We are happy to give your dog any medication he/ she may need as long as we have the proper amount and instructions from your veterinarian in order to administer the medications correctly.

**Anything not covered here please always feel free to ask!

Emergencies

Dawg Dayz is extremely concerned with the health and safety of your pet at all times. We will take the necessary actions to evacuate your pets in case of a disaster or weather related event/crisis. We will do everything in our power to assure the best care possible for your pet should an emergency occur, but we cannot guarantee it. We can guarantee however that we will have the correct emergency communications systems in place in the unlikely event of a disaster.

Please refer to our consent for treatment contract for medical emergency procedures.

Dawg Dayz Daycare Benefits:

- * Constant supervision
- * Mental stimulation
- * Tons of TLC
- * HUGE park play
- * Quiet time to rest
- * Group and one-on-one activities
- * Transformable obstacle course
- * Comfy beds
- * Air Conditioning / Heat
- * Physical exercise
- * Reduced separation anxiety
- * Socialization
- * Private bungalows
- * A Place to channel energy
- * Doggie music and movies
- * Plenty of toys
- * Purified water
- * Windows

***Lots and lots of dog and people attention!!!**

**Thanks for choosing Dawg Dayz Grooming and Care LLC
“The Only Dawg House to be In!”**